

October 2019

CNA Instructor Newsletter

After meeting with the Tennessee Department of Health, the following updates have been made to the CNA Candidate Handbook version 15 found on D&S DT website www.hdmaster.com. Both version 15 and version 14 of the handbook can be found on the website.

THE FOLLOWING SKILLS UPDATES WILL GO INTO EFFECT ON NOVEMBER 1ST, 2019:

- Handwashing
 - New step added “Rubs hands together for 20 seconds.”
- Bedpan and Output
 - “...~~(after gathering supplies and preparing the area)~~” has been removed from the “Candidate puts on gloves” step.
 - New step added “Empties urine from bedpan into graduate.”
- Blood Pressure
 - The key step of “Candidates recorded systolic and diastolic blood pressures are within 4mm of the Test Observer’s.” has been broken out into 2 individual key steps:
 - “Candidates recorded systolic blood pressure is within 4mm of the Test Observer’s.”
 - “Candidates recorded diastolic blood pressure is within 4mm of the Test Observer’s.”
- Mouth Care
 - “Cleans resident’s teeth” has been replaced with “Brushes resident’s teeth”
- All skills with required recording on Intake and Output sheet
(Bedpan and Output, Blood Pressure, Emptying a Urinary Drainage Bag, Feeding a Dependent Resident, TPR/Oral Temperature Pulse and Respiration, TPR/Axillary Temperature Pulse and Respiration, Weighing an Ambulatory Resident)
 - “Records on signed recording form” replaces “Records on pad”.

CNA Testing Policy Updates

The following testing policy updates will go into effect on November 1st, 2019:

- **Rescheduling a Test Event**

All candidates are entitled to one free reschedule during the three attempt testing cycle up until **one (1) business day** prior to a scheduled test day, **excluding** Sundays and Holidays. Additional reschedules are subject to a \$35 fee that must be paid in full prior to a reschedule taking place. Can no longer call 24 hours prior to test time and change test event.

Scheduled test date is on a:	Reschedule by D&S DT's close of business on the previous:
Monday	Friday by 6 pm Eastern time
Tuesday	Saturday by 2 pm Eastern time
Wednesday	Monday by 6 pm Eastern time
Thursday	Tuesday by 6pm Eastern time
Friday	Wednesday by 6 pm Eastern time
Saturday	Thursday by 6 pm Eastern time
Sunday	Friday by 6 pm Eastern time

- **No Show Exceptions**

Exceptions to the No Show status exist. If you are a No Show for any test component for any of the following reasons, test fees will be refunded or a free reschedule will be authorized to the remitter of record **with appropriate documentation provided within the required time frame**. When providing documentation for a no show exception, it is your responsibility to contact D&S DT to confirm that any documentation faxed, emailed or mailed as been received.

- **Car breakdown:** D&S DT must be contacted **within one business day** via phone call, fax or email and a tow bill or other appropriate documentation must be submitted **within three (3) business days** of the missed exam date, if we do not receive the required documentation within the 3 business day time frame your No Show status will remain and you will have to pay your testing fees to schedule a new test date.
 - **Medical emergency:** D&S DT must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted **within three (3) business days** of the missed exam date, if we do not receive the required documentation within the 3 business day time frame your No Show status will remain and you will have to pay your testing fees to schedule a new test date.
 - **Death in the family:** D&S DT must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted **within seven (7) business days** from a missed exam date. (Immediate family is parents, grand and great-grand parents, siblings, children, spouse or significant other).
- Any requests for refunds made beyond the 30 days of payment of testing fees with D&S will not be issued.

- **Test Dispute Policy**

Candidates wishing to dispute their test results must send in a detailed explanation of why you feel your dispute is valid via email, fax or mail **within 3 business days of the date your test was scored (excluding Sundays and Holidays)**.

- You may use personal devices during your free time in the waiting area. You are encouraged to bring a jacket, snack, drink or study material to have during your free time in the waiting area. Remember, the testing site, testing team, and D&S Diversified are **NOT** responsible for missing personal items brought to testing.

Becoming CNA testing site

If you are interested in becoming a CNA testing site:

- Complete and send in the **Testing Site Agreement form 1502**, letting us know what kind of a testing site your program wishes to be (Flexible is only for your students and Fixed means the public is permitted to come into your building to test as well).
- Complete and send in the **Test Site Equipment List form 1503**, verifying you have all the required supplies and equipment needing for testing. If you are an approved training program, you already have everything on this list, you would just have to increase some of the supplies (linens for example).
- Take and send **pictures of the rooms where both the written test and the skills test will take place.**



There are many testing sites throughout the state that are a combination of both Flexible and Fixed testing sites. Spots are held back for your students, the other spots are opened up to the public. The more people scheduled for a test, the easier it will be to get interest from a test observer to come test your students.

There is a 22% increase in your students' pass rate if they are able to test at the same location where they trained!

Remember, while testing is occurring at your location, representatives from your training program absolutely cannot be in the area of testing! Only the testing team and the candidates are permitted to be in the area while the testing is taking place. It is ok to help get the test team into the building and/or rooms, and make sure they are settled and have everything needed for testing. As soon as that is taken care of you must leave the area immediately!

CNA Candidate Handbooks

We will no longer be printing and shipping the candidate handbooks out of our office for training programs. The handbooks can be found on our website. The handbook links have the dates the books are in effect. Make sure you are checking the website, depending on your student's test date will determine which handbook they need to be studying from!

If a candidate calls in requesting a hard copy of the candidate handbook, we can print and send them a copy from the website.



January CNA Instructor Workshops

The sign up sheets for the January CNA Instructor workshops can be found on our website now. The January 2020 workshops will be in Nashville and Jackson. In July 2020 the instructor workshops will be on the eastern side of the state—Chattanooga, Knoxville and



Johnson City. Check the website early next year for more information about instructor workshops on the eastern side of the state. Due to space restrictions, we do have to limit each program to sending no more than 2 representatives.

www.hdmaster.com

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Interested in becoming a CNA test observer?

We are always looking for more CNA test observers throughout the state. Qualifications are:

- RNs with Tennessee licensure (multistate included).
- Minimum of one year's experience in a long term care setting (nursing home or VA hospital).



Send in your resume today to get started!

Contact Sheri with any questions you may have about the position.